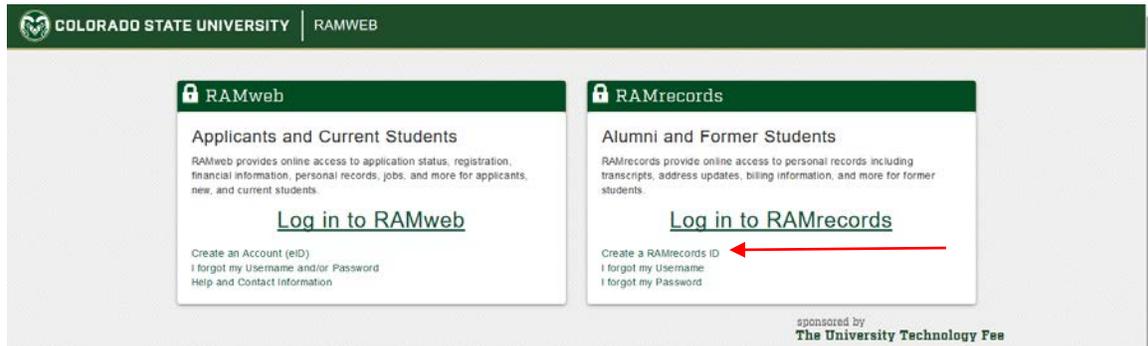


Accessing RAMweb or RAMrecords

RAMrecords (Former students and alumni)

1. Go to www.ramweb.colostate.edu
2. If you have not created a RAMrecords account, click on **Create a RAMrecords ID**.



3. In setting up your account, you will be asked to verify your identity in one of five ways: CSUID (a 9-digit number beginning with 8), date of birth and first or last name or both, or Social Security Number.
4. Once the system locates your record, you will be presented with several multiple choice questions about your time at CSU. You must correctly answer four or more of the questions to obtain your RAMrecords ID online.
5. If you answered enough questions correctly, you'll be asked to confirm that the located record is yours.

A screenshot of the 'Confirm Your Identity' page. The page has a dark green header with the text 'Confirm Your Identity'. Below the header, there is a paragraph of text: 'Please review your information below and confirm your identity. Click "This is my account" if the information listed below matches your identity. Otherwise, click, "This is not my account" and follow the instructions.' Below this is a line of text: 'If you have any questions or concerns please contact the Registrar's Office at registrarsoffice@colostate.edu or (970) 491-4860.' Below this is a form with the following fields: 'Name:', 'CSUID:', 'Birth Date:', 'Gender:', and 'Preferred First Name:'. Each field has a green box next to it. Below the form is a checkbox with the text 'I confirm this is my account and the information listed above matches my identity.' Below the checkbox are two buttons: 'This is my account' and 'This is not my account'.

6. After you confirm your record, you will be prompted enter your email address and create a password:

A screenshot of the 'Create RAMrecords Username and Password' page. The page has a dark green header with the text 'Create RAMrecords Username and Password'. Below the header, there is a paragraph of text: 'Please enter your email (username) and select a password to create your RAMrecords account. After creating your username and password, you will be redirected to a login page where you will enter your new username and password to log in.' Below this is a yellow box with the text: 'Please note: your password must be eight to fifteen characters including at least one lower letter, one uppercase letter, one alphanumeric character, and one special character such as %, !, @, #, \$, %, ^, *, and more.' Below this is a form with the following fields: 'Email (username):', 'Password:', and 'Re-enter password:'. Below the form is a 'Continue' button.

7. You will then be prompted to log-in:



RAMrecord ID Login

Please use your RAMrecords username (email) and password to log in to RAMrecords

Email (Username):

Password:

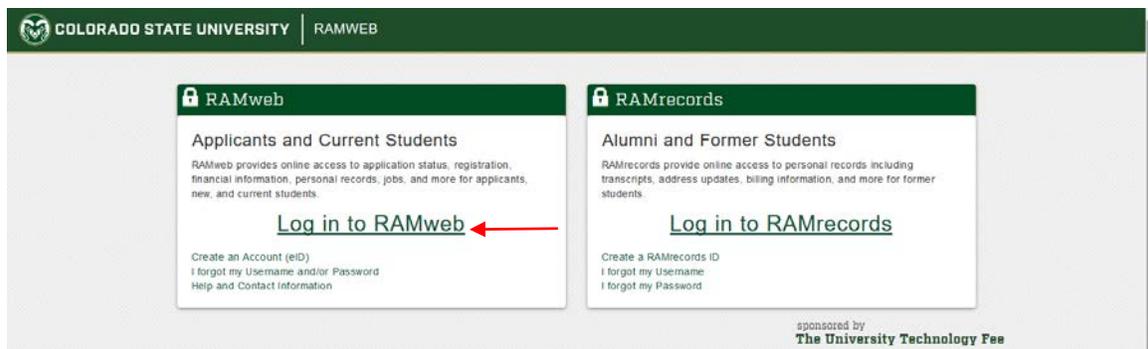
[Log in to RAMrecords](#)

[Create a RAMrecords ID](#)
[I forgot my Username](#)
[I forgot my Password](#)
[Help and Contact Information](#)

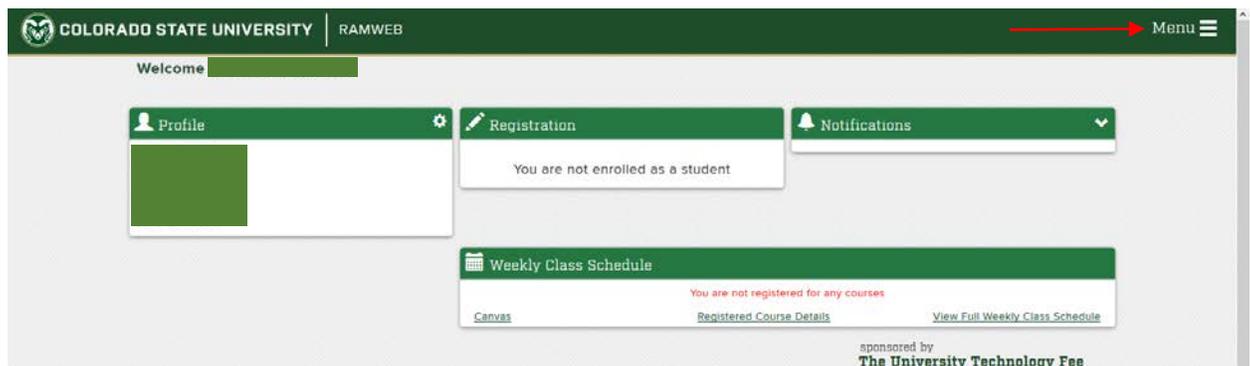
8. Once in RAMrecords, follow steps 2-6 below.

RAMweb (Current students and recent graduates)

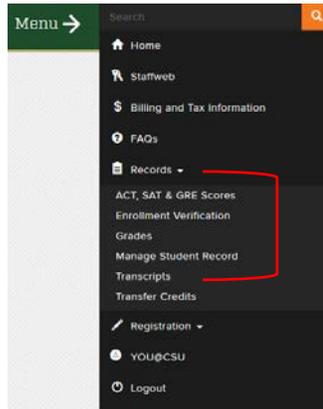
1. Go to www.ramweb.colostate.edu then click on **Log in to RAMweb** to log in with your eID:



2. Click on the menu in the upper right:



3. Click on **Records** then click on **Transcripts**:



4. Check your **Unofficial Transcript** to ensure its accuracy before ordering an official transcript, then click on **Official Transcript**:



5. Read the information on this first page and then check the box near the bottom after checking your unofficial transcript and ensuring the grades and/or degree you need to be included on your official transcript are indeed present:



6. Click on Order Transcripts ****MAKE SURE TO ALLOW POP-UP OR TURN OFF POP-UP BLOCKER****
****If you are having issues entering the system please read TROUBLESHOOTING below.****

Troubleshooting

TURNING OFF YOUR POP-UP BLOCKER

The transcript ordering system opens in a separate tab/window which most web browsers will read as a 'pop-up' and consequently block it from opening. You will need to make sure that your browser allows this pop-up to open. You can ensure that it will open by completely turning off your pop-up blocker. Below is a link with more information on how to turn off the pop-up blocker on your browser. If you are still having issues with allowing pop-ups, please contact the support unit for your browser.

<http://libguides.colostate.edu/c.php?g=64931&p=418486>

TROUBLESHOOTING SYSTEM ENTRY

If there is not a button at the bottom of the official transcript page in RAMweb or RAMrecords (right underneath the checkbox) that says, 'ORDER TRANSCRIPTS':

- **Ensure that all transcript related holds* are removed from your account and then return to the official transcript page in RAMweb/RAMrecords and try again.**

*These holds are usually financial holds. You can find them by clicking on *Menu* in RAMweb, then *Registration*, then *Holds and Notifications*.

If you are clicking the 'ORDER TRANSCRIPTS' button and

1. the page refreshes,
2. you receive a blank page
3. or a page opens with a system error, etc.

- **Ensure that your pop-up blocker is turned OFF or make sure to ALLOW all pop-ups from RAMweb, and then try again.**

If you are having trouble turning off your pop-up blocker, please read more at the link above.

IMPORTANT NOTES:

- ◆ All financial accounts must be clear before your transcript can be released.
- ◆ Transcript order fees are non-refundable.
- ◆ We cannot accept transcript requests by phone, fax or email.
- ◆ Students can have an electronic transcript sent to themselves, to their own e-mail address. However, virtually all colleges and universities will only accept e-transcripts as official transcripts if the transcripts have been sent directly to them from the transferring institution.
- ◆ All time estimates assume receipt of accurate information for order completion.
 - Transcript orders that include coursework prior to Fall 1970 may be delayed in processing by approximately one week. Please call the Registrar's Office at 970-491-4860 with questions.